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ABSTRACT

This manual was produced during the 1992-93 Wilfrid Laurier University in Ontario school year to be used as a reference guide and a training tool for library support staff assigned to work at the library's information desks. Its purpose is to help ensure a uniform standard of service and to provide practical procedures for information and basic reference service. It was compiled using ideas from published reference manuals and staff training materials and from direct observation of the support staff at the information desk. The topics covered in this manual include (1) areas of responsibility; (2) policies of job performance including basic principles, ethical issues, desk duties, the reference interview, answering questions, follow-ups, phone calls, and referrals; and (3) reference tools found in the library, including the online catalog, CD-ROMs, and quick reference tools. An index to the reference tools is included. The reference situations and training questions in the appendices were used in training the support staff but were not included in the actual manual. (Contains 11 references.) (JLB)

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ED 365 355

MANUAL FOR SUPPORT STAFF ON THE INFORMATION DESKS

REFERENCE DEPARTMENT

LIBRARY

WILFRID LAURIER UNIVERSITY

DEBORAH WILLS

1993

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INTRODUCTION

Wilfrid Laurier University, located in Waterloo, Ontario, has a population of approximately 5500 full-time and 2700 part-time undergraduates and 325 full-time and 235 part-time graduate students. Its library, a seven-floor structure, houses approximately 1.2 million volumes, including government documents and microforms. The third floor reference area, which includes indexes, abstracts and CD-ROMs as well as the reference stacks and "quick" reference shelves, has a staff of three full-time and two part-time librarians. The fourth floor, which houses serials and government documents, has one full-time librarian.

In the fall of 1992, the library began using support staff to relieve the workload of the professional librarians. Seven staff members volunteered to work in shifts at the third floor information desk from 9:00 to 4:30 Monday to Friday. They answered basic informational, directional, and reference questions. They were supported by assigned back-up librarians who joined them at the desk during busy periods. At the end of the school year, this use of support staff was judged successful, and in 1993, support staff were officially selected and assigned to information desk duty on the third and fourth floors.

The following manual was produced during the 1992-93 school year and has been used as a reference guide and a training tool. Its purpose is to help ensure a uniform standard of service and to provide practical procedures for information and basic reference service. It was compiled using ideas from published reference manuals and staff training materials and from direct observation of the support staff at the information desk. The "reference situations" and "training questions" in the appendices were not included in the manual, but were used during training.

AREAS OF RESPONSIBILITY (THIRD AND FOURTH FLOORS)

1) To handle telephone and in-person questions on library locations, functions and policies.

Requires: a) familiarity with Library Handbook information
b) familiarity with library policies and procedures
c) ability to transfer phone messages
d) ability to locate phone numbers for:
- library departments
- university departments
- faculty and personnel
- University of Waterloo (key numbers)

2) To assist users with online catalogue (QCAT) and serials holdings tools.

Requires: a) QCAT knowledge:
- basic typing ability
- searching on each field
- narrowing a search
- familiarity with LC subject headings (red books)
- identifying information in each field of a record
- placing holds
- searching University of Waterloo's catalogue
- familiarity with information on help screens

b) Serials knowledge:
- using WLU Serials list to locate titles and issues by call numbers and formats. (includes understanding of symbols, such as double slash for ceased serials)
- identifying holdings for University of Waterloo and other universities, using microfiche readers

c) Basic knowledge of CODOC filing system

3) To make appropriate referrals to assigned back-up librarian and other library departments.

Requires: a) ability to recognize "reference" questions and pass them on promptly
b) knowledge of functions of other library departments

ADDITIONAL AREAS OF RESPONSIBILITY (THIRD FLOOR)

1) To handle basic directional and reference questions dealing with third floor sources.

Requires: a) familiarity with contents of information desk drawer, including data file: Difficulty/Frequently Asked Reference Questions
b) knowledge of reference floor locations:
- Inter-Library Loan Office
- indexes and abstracts
- WLU catalogue on microfiche

- annual reports of companies
- Financial Post Cards
- atlases
- reference handouts
- University of Guelph catalogue on CD-ROM
- pamphlet file
- SIRLS material
- current newspapers (also: know which issues are on microfilm)
- language labs
- serials lists for other universities
- United Nations microcards and microcard reader
- UN fiche (cabinets and current file)
- online searching room (be aware that online services such as DIALOG are available)

c) familiarity with tools on Quick Reference shelves

2) To assist users with CD-ROMs.

Required knowledge:

- keyboard (eg. function keys, arrow keys)
- warm booting of computers
- subjects covered, print counterpart (if any)
- entering and exiting programs
- free text searching
- use of logical operators (AND, OR, NOT)
- meaning of abbreviations for field names (eg. AU)
- searching specific fields
- displaying records
- downloading records; how to obtain printouts
- use of thesaurus (if available)

ADDITIONAL AREAS OF RESPONSIBILITY (FOURTH FLOOR)

1) Answering directional questions for fourth floor.

Requires: knowledge of fourth floor locations:

- periodicals (catalogued and uncatalogued)
- government documents (know CODOC filing order)
- government debates, statutes, sessional papers
- census material
- microfiche cabinets, readers and reader/printers
- microfilm cabinets, readers and reader/printers
- UN fiche (cabinets and current file)
- OECD microfiche

2) Accessing materials on microform.

Requires: a) using microfiche readers and reader/printers
b) using microfilm readers and reader/printers
c) adding paper to printers
d) changing cartridges in printers

3) Locating serials in binding process or in storage.
Requires: a) knowledge of serials check-in cards
b) location of bound volumes in catalogue processing
c) use of request forms for items in storage

JOB PERFORMANCE

Basic Principles

1) Be friendly, courteous, non-judgmental, patient, and interested in the users' needs. Since many users feel shy or awkward about asking questions, be encouraging, reassuring, and tactful. Users may remember the attitude and behaviour of staff long after they have forgotten whether a specific information need was met.

2) Most users want their information needs met as quickly and efficiently as possible; therefore, save the user's time. HOWEVER:

3) Many users do not reveal their real information needs right away. For example, a user who asks for student newspapers may really want information on budget cuts; a user who requests a book about Schubert may really want the words to one of his songs. Therefore, take time to determine the real need before suggesting a specific source or research strategy. Taking a little extra time at the beginning of a search saves time in the long run.

4) Use primary sources (expert sources) whenever possible. For example, for questions about circulation policy, refer user to the Circulation Department. This saves the user's time and ensures the most up-to-date information.

5) Most users prefer to work with one staff member at a time. Let the user choose who they want to work with. Also, if a user is working with your back-up or another staff member, don't hover in the background; return to the desk or help the next user.

6) Be sure all users receive either some kind of information or a referral.

7) When appropriate, let patrons know that instruction is available: tours, classes.

Ethical Issues

1) All users should receive equal service, regardless of appearance, status, etc.

2) Do not attempt to interpret legal, medical, business, statistical, or any other information for the user.

3) Respect the user's right to privacy regarding information sought and materials consulted. Do not discuss needs of an individual or group of users, or of any transaction between users and staff members, outside of the professional context.

4) The final choice of whether and how to use information rests with the user.

The Desk

1) When a user approaches, put down your work, make eye contact, smile, ask if you can help.

2) Help users in the order in which they arrive at the desk. In-person queries have priority over telephone queries.

3) If a line forms, acknowledge the people who are waiting. Example: "I'll be back to help you in a minute."

4) Look approachable. When doing your own work at the desk, choose activities easily interruptible and avoid piling the desk with large amounts of material. Also, keep personal conversations, with staff or users, to a minimum.

5) Work on your assigned exercises and information questions while you are scheduled on the desk, not while you are scheduled to work at your regular position.

6) If you are unable to work at your scheduled time, make arrangements to trade with someone else. Inform your back-up or the head of reference of the change.

Reference Interview

1) As the user presents the initial request, keep eye contact, nod to show understanding. Don't interrupt.

2) Avoid making assumptions about users and their information needs. For example, just because someone looks like a student, don't assume that they are a student or that they are writing an essay.

3) To elicit more information, use encouragers: "I see," "Yes," "Go on." Sometimes a short pause will encourage the user to say more.

4) Try asking open-ended or neutral questions. Pause after asking the question (don't try to second guess). Try one of the following questions:

How can I help you?
What would you like to know about X?
What else can you tell me about X?

Where have you looked so far?
Can you give me an example?
Could you tell me how you plan to use this information?
(Be tactful; don't give the appearance of prying.)

5) Closed questions (that suggest a specific response) may be useful later in the interview. Examples:
Do you want primarily Canadian information?
Do you need books, periodical articles, or both?

6) To check your understanding of a comment, paraphrase it back to the user. For example: "So you want to identify the Canadian companies listed in Standard and Poor's?"

7) Avoid library jargon whenever possible. For example, you need not tell users about "boolean operators"; just explain how the word "and" can help them find fewer, more pertinent items.

8) Keep the conversation on track. For example, if the user digresses, you might say, "That's very interesting. But tell me about . . ."

9) Communicating with international users who may be unfamiliar with English or with our library policies requires extra tact and patience.

a) Speak slowly; don't raise your voice.
b) Use straightforward vocabulary and sentence structure.
c) Avoid slang, metaphor, jokes.
d) Check often for comprehension. Try saying the same thing several ways to check for understanding. Example: "Do you want to borrow this? . . . to take it home?"
e) Let the user know if you are having trouble understanding their request; ask them to repeat it slowly. If you still do not understand, ask them to write it down.

Answering Questions

1) Show, or if you are on the phone tell, the user the source you are using to find an answer.

2) When time permits, and the situation is appropriate, show the user how to use the tool. For example, describe how a title search on QCAT is done. Instruction is most appropriate when the user is looking for material for a paper, speech, or other project, or when the user appears unfamiliar with a source and interested in learning how to use it.

3) If you move away from the desk to answer a question, for example to check the Serials List, tell the user what you are doing, and if possible, take them with you.

4) Be aware that if you try too hard to match a question to the

sources you know, you may give inaccurate or inappropriate information. For example, PsycLIT may not be the best starting place for a user who wants articles in psychology. Let the user know that other sources are available. (See reasons for directing users to print indexes, p. 10.)

5) If user has been unable to find an item in the book stacks:
   a) Try to determine if they have looked in the right place. You may need to explain stack arrangement.
   b) If user is still unsuccessful, ask back-up if they can accompany user to stacks. Or suggest that user contact circulation to trace the item.

6) If item is not at WLU:
   a) If user has made the search, recheck the catalogue while they look on.
   b) Ask if user would like to check the University of Waterloo catalogue.
   c) Suggest inter-library loan.
   d) Ask if another item on the topic would be helpful.

7) Handling complaints:
   a) Listen quietly. Don't attempt to contradict user or defend library policy.
   b) Give user time to describe complaint fully. (Many just need to blow off steam.)
   c) If their expectations are not clear, ask: "What would you like us to do?"
   c) Decide if situation is in your control. If not, refer.
   d) If an immediate referral is not possible, take user's name and number, or give name and number of contact person to user.

8) Record the questions you answer.

Follow-Ups

1) Whenever possible, check to see if the information you find meets the user's needs. Example: "Does this answer your question?"

2) When you give users directions to something within sight of the desk, watch to see if they find it successfully.

3) Encourage the user to return for further help. Example: "Come back if you don't find what you need."

4) If you get a user started on a search (for example on QCAT or a CD-ROM), and time permits, return to ask if the user is finding the desired information.

5) Walk past QCAT terminals and CD-ROMs occasionally; make

yourself available for questions. Also, keep alert for users at the quick reference shelves who may need help.

Phone Calls

1) Answer phone with the words: "Library Information Desk."

2) When phone rings and you are helping another user, take the caller's name and number. Tell the caller approximately when you expect to call back.

3) If your shift is ending and you have not had time to return a call, pass the information to your back-up.

4) If someone calls to ask if a particular item is actually on the shelf, explain that you cannot leave the desk to check the shelves.

5) If users call with a long list of citations to check, or if they seem to be starting a research project, encourage them to come to the library and work with a librarian.

6) When calling for information, identify yourself and your role: "This is Sally R. on the Information Desk . . ."

7) Avoid making calls not directly related to information desk business.

Referrals

1) If you have any doubt about whether you can answer a request correctly, completely or efficiently, refer it to your back-up, or if you work on fourth floor, to the third floor information desk. It is better to refer too many rather than too few questions.

2) If a line forms, and your back-up has not joined you at the desk, let your back-up know you need help.

3) Refer reference questions to your back-up, even if the questions fall into another reference librarian's subject area. Your back-up will make a further referral, if necessary.

4) Explain to the user that you are making a referral. Example: "Let me refer you to a librarian for further help."

5) If you have already checked one or more sources, tell your back-up where you have looked.

6) After you have referred a question, return to the desk rather than staying to hear the answer. (You can ask your back-up about the outcome later.)

7) When a user asks a reference question and your back-up is busy, find another librarian who can help. If no librarians are available (for example, during a Library Council meeting), take down the user's name, number and information need; or, suggest the user return at a later time.

8) If you are unable to satisfy a user's information need, always refer the question to your back-up.

9) Do not worry if there are many questions you are unable to answer. This is an "information" desk; you need not try to duplicate the expertise of other departments and staff members. Users should expect to be directed elsewhere. Your job is to screen requests: answer what you can and pass the rest along promptly.

DESCRIPTION OF TOOLS

Online Catalogue (QCAT)

Records the books, periodicals and government documents owned by the library. May be accessed via terminals in library or from computers with modems (instruction cards available).

Some common misconceptions about QCAT:

a) journal articles are included
b) adding terms to a field will expand the search
c) any subject term (eg. Inuit rather than Eskimos) will be understood by system
d) government documents use same controlled subject headings as books
e) answers all types of reference questions

CD-ROMs

Computerized indexes for specific subject areas. Let users know they should sign up to reserve the appropriate computer. You may encourage users to work out a search strategy ahead of time.

ABI/INFORM

Indexes over 800 business, management and industry-specific journals. Coverage from about 1988.

CBCA (Canadian Business and Current Affairs)

Corresponds to Canadian Business Index, Canadian News Index and Canadian Magazine Index. Coverage begins with 1982. For the most recent information, direct patrons to the Canadian Index (AI 3 C22).

ERIC

Coverage begins with 1982. Note: WLU owns very few ERIC

documents (numbers beginning ED in AN field).

MLA

Corresponds to MLA International Bibliography (articles, books, book chapters and dissertations in modern languages and literatures). Coverage begins with 1981. For 1921-1980, direct user to paper index: Z 7006 M64.

PsycLIT

Corresponds to Psychological Abstracts. Three separate discs: two for journals and one for books and book chapters. Journal coverage begins with 1972; book coverage with 1974. For 1927-1973, direct user to paper index: BF 1 P65.

Religion Index

Corresponds to Religion Index One (journal articles), and Religion Index Two (multi-author works). Coverage begins with 1975.

Sociofile

Corresponds to Sociological Abstracts (articles and dissertations). Coverage begins with 1974. Note: ignore AVA field: does not apply to WLU. For 1953-1973, direct user to print index: HM 1 S67.

SPORT

Articles, book chapters, microforms, theses and other publications. Coverage begins with 1975. Includes SIRLS documents, which are owned by WLU (located by SIRLS numbers).

United Nations Index

Corresponds to UNDOC (UN documents index). Coverage begins with 1984 (will eventually extend back to 1981). For 1979-80, direct user to print index: Z 6482 U45.

Although CD-ROMs provide efficient, flexible searching, keep in mind that a user may need to use paper indexes as well or instead of CD-ROMs. Some reasons to direct user to print indexes:

a) computer is booked and user needs material right away
b) user's topic is not covered by a CD-ROM
c) user only needs one or two sources
d) user needs the most recent business or news information
e) user needs older information than found on the CD-ROM
f) user needs further information than found on the CD-ROM
g) citation contains an error (item cannot be found as listed)

Some common misconceptions about CD-ROMs:

a) WLU holds all the items listed
b) CD-ROMs give comprehensive coverage of subjects; no need to look elsewhere
c) CD-ROMs are the only tools for finding journal articles
d) CD-ROMs contain full texts of documents

e) all CD-ROMs contain books as well as journal articles
f) computer will "understand" what user wants; no need to formulate search
g) any of the CD-ROMs can be used for any search
h) the CD-ROM currently loaded at a particular work station is the one wanted (eg. confusing ERIC with Sociofile)
i) citations are right up to date and include the most recent publications

Quick Reference Tools

GENERAL

Canada Year Book HA 744 S81
- Compiles Statistics Canada information. Index at end.

Canadian Almanac & Directory AY 414 C2
- Key information on government, law, finance, education, culture, history. Keyword index at end.

Directory of Information Sources in Canada Z 5771.4 C2A3
- Annotated list of printed sources of information on Canada (handbooks, directories, etc.) Sections: titles and abstracts; publishers; names; subjects.

Information Please Almanac AY 64 I55
- Facts on contemporary and historical topics. American bias. Index at front.

Sources (Directory for Editors, Reporters, and Researchers) HF 5071 S6
- Canadian organizations and institutions; journalism and communications awards and prizes available to Canadians. Subject index in middle.

Whitaker's Almanack AY 754 W5
- World almanac with emphasis on Great Britain. Index at end.

World Almanac and Book of Facts AY 67 N5W7
- Comprehensive American almanac. Index at front.

ABBREVIATIONS

International Acronyms, Initialisms and Abbreviations Dictionary P 365 I56
- Source codes are inside front cover.

Periodical Title Abbreviations Z 6945 A2P47 v.1-3
- Listed by abbreviation and by title.

ASSOCIATIONS/ORGANIZATIONS

Directory of Associations in Canada AS 40 A7D57
- Alphabetical listing of non-profit organizations. Indexes: keyword (yellow); acronym; personal name; conference; budget; discontinued listings.

Encyclopedia of Associations HS 17 G32
- v.1(1-2): U.S. organizations; v.1(3): name & keyword index; v.2: geographic & executive indexes; v.4(1-2): international organizations.

Yearbook of International Organizations JX 1904 A42 v.1
- Alphabetical listing. Publications index. (volume with subject index not owned).

BIOGRAPHIES

Biography and Genealogy Master Index Z 5305 U5B56. 1980, v.1-8; 1981-85, v.1-5; 1986-90, v.1-3
- Key to source codes inside front cover. Holdings list: one copy on shelf, second copy in drawer of desk.

*Canadian Who's Who FC 25 C23
- More listings than Who's Who in Canada.

*Who's Who DA 28 W6
- British biographies.

*Who's Who in America E 663 W56 pt.1-2

*Who's Who in Canada FC 25 W62
- Selected business, professional, governmental, academic leaders. Includes pictures.

*include living persons only

BUSINESS

Business Connexions see TELEPHONE/FAX

Canadian Key Business Directory HF 5071 D8
- Profiles of the top 3% of businesses. Sections: company name; location; SIC number.

Canadian Trade Index HF 3223 C25 v.1-2
- Guide to manufacturers with more than a local market. v.1: products, trade marks; v.2: exports, distributors, manufacturers, geographical areas.

Guide to Canadian Manufacturers HF 5071 G8
- Profiles of the top 14% of manufacturers. Sections: company name; location; SIC number.

Kitchener Business Directory HF 5072 K5K5
- Comprehensive directory. Alphabetical listing; SIC index.

DIRECTORIES

Book Trade in Canada Z 485 B67
- Publishers; suppliers; booksellers; agencies; names.

Gale Directory of Publications and Broadcast Media Z 6951 A97
v.1-3 and update
- U.S. and Canadian newspapers, magazines, radio and TV stations. Geographical organization; indexes: subject, editor, name and keyword.

International Literary Market Place Z 283 I5
- Book publishing directory; arranged by country. Table of contents lists sections; index of organizations (yellow)

Literary Market Place PN 161 L5
- U.S. and Canadian book publishers and manufacturers. Indexes: organizations & personnel (yellow); sections (blue)

Standard Periodical Directory Z 6951 S78
- Guide to Canadian and U.S. periodicals. Subject arrangement; title index.

Ulrich's International Periodicals Directory Z 6941 U5
- Guide to regular and irregular periodicals published worldwide. Subject arrangement; title and ISSN indexes.

EDUCATION

Directory of Canadian Universities L 905 U5
- Comprehensive guide; arranged by institution. Index of programs.

Directory of O.C.U.L. Libraries Z 675 U5C68
- Includes Internet addresses, catalogues, collection scope, personnel, policies, maps.

Horizons (Guide to Postsecondary Education in Ontario) L 906 O6H6
- Colleges, universities listed separately. Program lists at beginning of each section.

Universities Telephone Directory (see TELEPHONE)

World of Learning AS 2 W6
- International listing of universities, libraries, academies,

research institutions, learned societies, museums. Organized by country. Index at end.

GOVERNMENT

Canadian Parliamentary Guide JL 5 A4
- Federal and provincial governments and their elected and appointed members.

Canadian Representatives Abroad JX 1729 A17
- Organized by country and city. Index of officers (yellow)

Corpus Administrative Index JL 71 C6
- Canadian departments and agencies: provincial, intergovernmental, and federal. See tables of contents, telephones listings at beginning of each section.

Corpus Almanac and Canadian Sourcebook AY 414 M3
- Governmental and general Canadian information. Keyword index at end.

Current World Leaders JF 251 C8
- Sections: national governments; colonies and dependent territories; international organizations.

Diplomatic, Consular, and Other Representatives in Canada
JX 1729 A2A352
- Sections: ambassadors; consuls; representatives of international organizations.

Government of Canada Telephone Directory (see TELEPHONE/FAX)

Washington Information Directory F 192.3 W33
- Information on government agencies, Congress, and non-governmental organizations. Indexes: subject; name.

MAPS

Ontario's Cities and Towns G1146 A1058
- Maps arranged by area. Index at end.

POSTAL

Canada's Postal Code Directory HE 6653 C3
- Index at front gives codes for single-post office towns and refers to detailed listings where appropriate.

National 5-Digit Zip Code and Post Office Directory
HE 6361 N37 v.1-2
- U.S. codes arranged by state. See beginning of section for each state for complete listing of post offices.

SERVICES

Directory of Community Services for Waterloo Region (Blue Book)
HV 110 K53D5
- Non-profit and government organizations. Sections: name index; subject index; listing by official names.

STATISTICS

Statistical Sources Z 7551 S84 v.1-2
- International information, arranged by subject. Appendices: publications; sources of nonpublished data.

Statistics Canada Catalogue HA 37 C24S7 (2 copies)
- Subject index refers to annotated publication list. Author/title index.

TELEPHONE/FAX

AT&T Toll-Free 800 U.S. Directory (Canada Ed.) HE 8863 A15

Business Connexions TK 6710 B8
- phone and fax numbers of Canadian businesses. Sections: alphabetical; government; classified (yellow).

Government of Canada Telephone Directory TK 6027 N3G6
- Sections: departments; fax numbers; names (yellow)

National Fax Directory TK 6710 N3
- U.S. numbers. Sections: alphabetic; geographic; subject.

Official Fax Directory TK 6710 O35
- Canadian numbers. Organization: Atlantic; Quebec; Ontario; Western; Government: federal, provincial, municipal.

Universities Telephone Directory LB 2803.2 C2A38
- Academic and administrative officers at Canadian universities. Organized by institution; name index.

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APPENDIX A

Reference Situations: An Exercise for Support Staff

Describe what step(s), if any, you would take to respond to the following situations. For example, describe an action you might take, a question you might ask, or a person or place you might refer the patron to. Feel free to describe more than one possible step. (Consider that a situation might have more than one possible meaning.)

Remember: there are no "right" or "wrong" answers, though some responses may be more helpful than others.

1) You are sitting and writing at the information desk when a patron slowly walks past and glances at you.

2) You have given a patron directions to the Financial Post Cards. The patron looks a little uncertain, but walks off in the right general direction.

3) A patron walks up to the desk and asks where the CD-ROMs are located.

4) A patron complains that a series of call numbers is missing in the stacks on the fifth floor.

5) A patron, who has found 300 items on a topic while searching PsycLIT, asks you how to download these items to a computer disc.

6) A patron asks for help using the bound issues of the MLA Bibliography (located in the reference stacks).

7) A patron approaches the desk and asks for help finding material on child abuse.

8) A patron asks for help doing a DIALOG search on CBCA.

9) Describe if or how your responses to these two situations would differ:

(a) A patron walks up to the desk and says, "I work at Physical Plant and I've never used the library before. Can you find the latest Lemon-Aid for me?"

(b) A patron walks up to the desk and says, "I'm writing an essay on the used car business. Do you have the latest Lemon-Aid?"

10) A patron asks for a particular book. You discover the WLU does not own this item.

11) A patron is searching for the topic "motor development" on SPORT and has found 700 items. The patron asks if it is necessary to look at all of these records to find the best ones for a paper.

12) A patron asks for help finding journal articles for a geography assignment.

13) You have helped a patron get started searching for a topic on a CD-ROM. A few minutes later, you pass by and notice that the patron is now searching for a new topic.

14) A patron asks where the books on the United Nations are kept.

15) A patron asks for a phone number for a federal government department. You check all the ready reference sources you are familiar with, but cannot find the answer.

16) A patron asks if you know the lending period for books borrowed from the Waterloo Public Library. (You are familiar with this library's policies because you sometimes borrow from there yourself.)

17) A patron is searching PsycLIT for the term "mannerisms" and has only found 19 items, not all of which have much to do with the topic. What advice can you offer?

APPENDIX B

Training Questions

Using the online catalogue, quick reference sources, Library Handbook, and other tools located in or near the information desk, answer the following questions, indicating where or how you find your answers. Be specific; provide enough information so that someone else could duplicate your actions.

1) Does the library have a book by Grinspun on free trade?

2) What is the extension for the Acquisitions Department?

3) What is the address of the University of the Philippines?

4) Does the library have the Journal of Historical Geography?

5) Which years of the Statistical Yearbook does the library have in book form?

6) Does the library have a Kompass directory for Australia?

7) When is the Reserve desk staffed on Sundays?

8) Does the library have a calendar for the University of Reading in England?

9) Which CD-ROM gives information on IBM?

10) What is the telephone number of the Newfoundland Psychiatric Association?

11) Does the library have any recordings of Beethoven's Eroica Symphony on compact disc?

12) What is the phone number for the Ministry of Community and Social Services for Ontario?

13) What is the postal code for Norwich, Ontario?

14) Where are annual reports of companies kept?

15) Where are concordances to the Bible?

16) Does the library have a phone book for Orlando, Florida?

17) What is the FAX number for Microtronix Systems in London, Ontario?

18) Can you explain why the 1980 issues of Canadian Dimension are not on the periodical shelves on the 4th floor?

19) Does the library have a social work thesis by McCarthy?

20) Where are the Russian-English dictionaries?

21) When was the present Canadian flag adopted?

22) What is the zip code for Mitchell Ave. in Oakland, California?

23) Does the University of Waterloo have Communication Abstracts?

24) Who won the World Series in 1980?

25) Are there any statistics on trade schools in Canada--specifically on employment of graduates?

26) What does the periodical abbreviation Chr C stand for?

27) Who is the representative for Alaska in the U.S. House of Representatives?

28) On the CD-ROM Sociofile, the AVA field reads: "Hard copy reproduction not available." Does this mean this item is not available at WLU?

29) Where can I find reviews of Possession by A.S. Byatt?

30) Who is the Consul representing New Zealand in Canada?

31) Are the August 1991 issues of the Kitchener Waterloo Record on paper or microfilm?

32) What do the initials KBC stand for?

33) How can I find some biographical information on Alan Stubbs Trueblood?

34) Who is the member of the House of Commons for the Yukon?

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